

CLAIMS

We claim:

1. A method for managing communications of a user, comprising:
communicating with a telecommunications (telecom) manager in a telecommunications network and with a gateway in a data network regarding communications of a user;

receiving data on communications received for the user from the telecom manager or the gateway;

making the data and the received communications available to the user pursuant to preferences of the user and through the telecom manager or through the gateway; and

causing information related to the data and the received communications to be made available to the user.

2. The method of Claim 1, wherein the information related to the data on the received communications is obtained through the telecom manager or the gateway.

3. The method of Claim 1, further comprising:
storing identity information about the user,
monitoring the gateway and telecom manager for new identity information about the user or changed identity information about the user, and
in response to the new or the changed identity information, retrieving and storing the new or the changed identity information in addition to or in place of the identity information.

4. The method of Claim 1, further comprising:
keeping a directory;
in response to receipt of data on a received communication for the user,
checking the data on the received communication against the directory; and
if the data on the received communication is not included in the directory, then
adding the data on the received communication to the directory.

5. The method of Claim 1, further comprising:
responding to receipt of data about a communication received for the user with
a standard response to the communication.

6. The method of Claim 1, further comprising:
responding to receipt of data about a communication received for the user
by indicating the receipt of the data to the user, and
by providing the user with an option of sending a standard response or
an option of sending a selected response to the communication; and
in response to receipt of instructions on the options from the user, sending the
standard response or the selected response based on the instructions.

7. The method of Claim 6, wherein providing the user with the option of
sending the selected response comprises allowing the user to create the selected
response or allowing the user to choose from canned information as the selected
response.

8. The method of Claim 1, further comprising:

creating a message log including entries corresponding respectively to communications of the user and with each entry including a name or address associated with the communication.

9. The method of Claim 8, wherein creating the message log comprises creating an entry from data received with respect to a communication received for the user.

10. The method of Claim 9, wherein the received communication comprises a telephone call, a call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message.

11. The method of Claim 9, wherein the received communication comprises an unanswered telephone call or an unanswered call from a wireless unit.

12. The method of Claim 8, wherein creating the message log comprises creating an entry with respect to a communication made by the user with the entry comprising a name or an address related to the communication made by the user.

13. The method of Claim 8, further comprising:

treating an entry in the message log as related information to data on a received communication when the data includes a name or an address in common with the name or the address in the entry.

14. The method of Claim 8, further comprising:

receiving data on a communication received for the user, the data including a name or an address in common with an entry in the message log; and

causing the entry in the message log to be made available to the user as information related to the received communication.

15. The method of Claim 1, further comprising:

keeping a calendar including scheduled activities of the user;

in response to receiving data on a received communication, checking the data against the calendar; and

if the data matches a scheduled activity in the calendar, then causing the scheduled activity to be made available to the user as information related to the received communication.

16. A method for managing communications of a user, comprising:

providing a communications manager operative to communicate with a telecommunications (telecom) manager in a telecommunications network and with a gateway in a data network;

configuring the telecom manager to receive data on communications received for the user through the telecommunications network, and to be able to access the received communications;

configuring the gateway to receive data on communications received for the user through the data network, and to be able to access the received communications;

configuring the communications manager to receive the data on the received communications from the telecom manager and from the gateway;

causing the communications manager to make the data and the received communications available to the user pursuant to the preferences of the user through the telecom manager or the gateway; and

further configuring the communications manager to make information relating to the received communications available to the user pursuant to preferences of the user.

17. The method of Claim 16, further comprising:
configuring the communications manager
to store identity information about the user,
to monitor the gateway and telecom manager for new identity information about the user or changed identity information about the user, and
in response to finding the new or changed identity information, to retrieve and store the new or changed identity information, respectively, in addition to or in place of the identity information.

18. The method of Claim 16, further comprising:
configuring the communications manager
to include a directory,
in response to receiving data on a received communication, to check the data on the received communication against the directory,
if the data on the received communication is not included in the directory, then to add the data on the received communication to the directory.

19. The method of Claim 16, further comprising:
configuring the communications manager to respond to receipt of data about a communication received for the user with a standard response to the communication.

20. The method of Claim 16, further comprising:

configuring the communications manager to respond to receipt of data about a communication received for the user

by indicating the receipt of the data to the user, and

by providing the user with an option of sending a standard response or an option of sending a selected response; and

further configuring the communications manager, in response to receipt of instructions on the options from the user, sending the standard response or the selected response based on the instructions.

21. The method of Claim 20, wherein providing the user with the option of sending the selected response comprises allowing the user to create the selected response or allowing the user to choose from canned information as the selected response.

22. The method of Claim 16, further comprising:

configuring the communications manager to include a message log including entries corresponding respectively to communications of the user and with each entry including a name or address associated with the communication.

23. The method of Claim 22, wherein the message log comprises an entry from data received with respect to a communication received for the user.

24. The method of Claim 23, wherein the received communication comprises a telephone call, a call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message.

25. The method of Claim 23, wherein the received communication comprises an unanswered telephone call or an unanswered call from the wireless unit.

26. The method of Claim 22, further comprising:
configuring the communications manager
to create an entry for a communication made by the user and including
a name or an address related to the communication.

27. The method of Claim 22, further comprising:
configuring the communications manager
to treat an entry in the message log as related information to data on a
received communication when the data includes a name or an address in common
with the name or the address in the entry.

28. The method of Claim 22, further comprising:
causing the communications manager
to receive data on a communication received for the user with the data
including a name or an address in common with an entry in the message log, and
to make the entry available to the user as the information related to the
received communication.

29. The method of Claim 16, further comprising:
causing the communications manager
to keep a calendar including scheduled activities of the user,
in response to receiving data on a received communication, to check
the data against the calendar, and
if the data matches a scheduled activity in the calendar, then to cause
the scheduled activity to be made available to the user as information related to the
received communication.

30. A computer-readable medium on which is stored a computer program
for managing communications of a user, the computer program comprising
instructions, which when executed by a computer perform:

storing identity information about a user, the user information comprising
information about the user and information on communications systems serving the
user;

using the identity information in querying a telecommunications (telecom)
manager in a telephone network and a gateway in a data network for data on
communications of a user, the communications comprising an answered or
unanswered telephone call, an answered or unanswered call from a wireless unit, a
voice mail message, a page, a facsimile transmission, an electronic mail message, an
instant message, or a chat room message;

receiving the data;

obtaining information related to the data;

making the data available to the user; and

making the information related to the data available to the user.

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31. The computer medium of Claim 30, further comprising:
monitoring the gateway and the telecom manager for new identity information about the user or changed identity information about the user; and
in response to the new or the changed identity information, retrieving and storing the new or the changed identity information in addition to or in place of the identity information.

32. The computer medium of Claim 30, further comprising:
keeping a directory;
in response to receipt of data on a received communication for the user, checking the data on the received communication against the directory; and
if the data on the received communication is not included in the directory, then adding the data on the received communication to the directory.

33. The computer medium of Claim 30, further comprising:
responding to receipt of data about a communication received for the user with a standard response to the communication.

34. The computer medium of Claim 30, further comprising:
responding to receipt of data about a communication received for the user
by indicating the receipt of the data to the user, and
by providing the user with an option of sending a standard response or an option of sending a selected response to the communication; and
in response to receipt of instructions on the options from the user, sending the standard response or the selected response based on the instructions.

35. The computer medium of Claim 34, wherein providing the user with the option of sending the selected response comprises allowing the user to create the selected response or allowing the user to choose from canned information as the selected response.

36. The computer medium of Claim 30, further comprising:
creating a message log including entries corresponding respectively to communications of the user and with each entry including a name or address associated with the communication.

37. The computer medium of Claim 36, further comprising:
creating an entry from data received with respect to a communication received for the user.

38. The computer medium of Claim 37, wherein the received communication comprises a telephone call, a call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message.

39. The computer medium of Claim 37, wherein the received communication comprises an unanswered telephone call or an unanswered call from a wireless unit.

40. The computer medium of Claim 36, wherein creating the message log comprises creating an entry with respect to a communication made by the user with the entry comprising a name or an address related to the communication made by the user.

41. The computer medium of Claim 36, further comprising:
treating an entry in the message log as related information to data on a received communication when the data includes a name or an address in common with the name or the address in the entry.

42. The computer medium of Claim 36, further comprising:
receiving data on a communication received for the user, the data including a name or an address in common with an entry in the message log; and
causing the entry in the message log to be made available to the user as information related to the received communication.

43. The computer medium of Claim 30, further comprising:
keeping a calendar including scheduled activities of the user;
in response to receiving data on a received communication, checking the data against the calendar; and
if the data matches a scheduled activity in the calendar, then causing the scheduled activity to be made available to the user as information related to the received communication.

44. A system for providing a user with data on communications of the user, the communications including an answered or unanswered telephone call, an answered or unanswered call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message, the system comprising:

a telecommunications (telecom) manager connected to a telecommunications network, and operative to receive data on communications of the user;

a gateway in a data network, and operative to receive data on communications of the user;

a communications manager operative

to communicate with the telecom manager and the gateway;

to receive the data on the communications of the user from the telecom manager or from the gateway,

to make the data available to the user pursuant to preferences of the user through the telecom manager or the gateway,

to make communications received for the user available to the user through the telecom manager or the gateway, and

to make information relating to the communications of the user available to the user pursuant to the preferences of the user.

45. The method of Claim 44, wherein the communications manager comprises identity information about the user; and

wherein the communications manager is operative

to monitor the gateway and the telecom manager for new identity information about the user or changed identity information about the user, and

in response to finding the new or the changed identity information, to retrieve and store the new or the changed identity information, respectively, in addition to or in place of the identity information.

46. The method of Claim 44, wherein the communications manager comprises a directory; and

wherein the communications manager is operative

in response to receiving data on a received communication, to check the data on the received communication against the directory, and

if the data on the received communication is not included in the directory, then to add the data on the received communication to the directory.

47. The method of Claim 44, wherein the communications manager is operative to respond to receipt of data about a communication received for the user with a standard response to the communication.

48. The method of Claim 44, wherein the communications manager is operative to respond to receipt of data about a communication received for the user

by indicating the receipt of the data to the user, and

by providing the user with an option of sending a standard response or an option of sending a selected response, and

further configuring the communications manager, in response to receipt of instructions on the options from the user, sending the standard response or the selected response based on the instructions.

49. The method of Claim 48, wherein the communications manager is operative to allow the user to create the selected response or to choose from canned information as the selected response.

50. The method of Claim 44, wherein the communications manager comprises a message log including entries corresponding respectively to communications of the user and with each entry including a name or address associated with the communication.

51. The method of Claim 50, wherein the message log comprises an entry from data received with respect to a communication received for the user.

52. The method of Claim 51, wherein the received communication comprises a telephone call, a call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message.

53. The method of Claim 51, wherein the received communication comprises an unanswered telephone call or an unanswered call from the wireless unit.

54. The method of Claim 50, wherein the communications manager is operative to create an entry for a communication made by the user and to include a name or an address related to the communication.

55. The method of Claim 50, wherein the communications manager is operative to treat an entry in the message log as related information to data on a received communication when the data includes a name or an address in common with the name or the address in the entry.

56. The method of Claim 50, wherein the communications manager is operative

to receive data on a communication received for the user with the data including a name or an address in common with an entry in the message log, and

to make the entry available to the user as the information related to the received communication.

57. The method of Claim 44, wherein the communications manager comprises a calendar including scheduled activities of the user; and

wherein the communications manager is operative

in response to receiving data on a received communication, to check the data against the calendar, and

if the data matches a scheduled activity in the calendar, then to cause the scheduled activity to be made available to the user as information related to the received communication.